

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Application No.: 10/648,808 Conf No.:
Filing Date: August 27, 2003 Art Unit: 3623
Application of: Armentano *et al.* Examiner: Peter H. Choi
Docket No.: 2003536.129 US2 Customer No.: 28089
Title: METHOD AND SYSTEM FOR KNOWLEDGE MANAGEMENT AND
EFFECTIVE MENTORING OF INSURANCE CLAIM
PROFESSIONALS

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

REPLY TO OFFICE ACTION

In response to the Office Action mailed February 5, 2009, Applicants respectfully request reconsideration of the application in view of the following amendments and remarks.

Amendments to the Claims are reflected in the listing of claims that begins at page 2 of this paper.

Remarks begin at page 11 of this paper.

Conclusion begins at page 17 of this paper.

Authorization begins at page 19 of this paper.